B2B Car auction
Modules/pages/functions

Summary

PHP MySql based

Easy to install system and database (install tool/install script)

Easy to change style sheet and graphics to re-brand

Easy, quick and easy-to-understand (Self explanatory, with help available)

Modern design

Template based design, so customisation is easy. (If possible one system with multiple designs base on the users url)

All pages except for information page and registration page should be password protected

WYSIWYG editor to update static pages (In backend for admin)

Both open and closed bidding.

One seller – many buyers (B2B)

Easy translatable from development language (English) to live local language version

Documentation/comments in the php files

Secure system, best practise in coding.

Data import/export

Direct link to cars. (Even if the car is not in an auction, only in the import list).

Functions and modules

User side (bidder)

Start page:

Login with username and password

The user is entering his username (e-mail address) and password to log on.
(User can changed the password from the users admin page)
No limitations in password. (Except length; min 4 digits)

Newsfeed/Information

Display information on the login page. Admin is controlling this from the backend. Must be able to hide/unhide this element from the backend

Forgotten password (link from start page)

Enter your username and the password is sent to your e-mail

Not a customer?

Link to registration form.
The form is sent to the admin part of the system.
The admin is accepting or denying the registration and can edit the information, before a new user is entered into the database and details e-mailed to the new user. Admin must be able to add comments or a message in the e-mail that's sent to the user

Information page

Standard page with information about the system
Must be able to set height and with (in px) and edit with WYSIWYG editor from admin backend.

User start page after log in:

The very first time the user logs on, a special page must be shown (terms and conditions). The user must accept the terms before he can enter the system. If he don`t accept, the page shall be shown and stop him from accessing the system until he have accepted. No bids can be made before he have accepted. If we change our terms, we must be able to reset this, so every user accepts the new terms. The date and time the user accepts must be stored in the database.

In some cases, we need to show a very special message (once for every user). The message must be edited by admin in backend.
This message shall only be shown in a special time interval, so we need to be able to set start day and time and stop day and time. If a user haven`t logged on during this time, he won`t get the message.
For our own record we need to save the message and the date and time the users confirmed the message. As with the terms the user must accept/close the message to confirm it.

The actual start page after the user have logged on

Plain HTML page. Admin must be able to set height and with (in px) and edit the content with WYSIWYG editor from admin backend.

On all pages (my pages, auction and fixed price)

Clock that counts down to the end of the current auction
Today's day, date and time must also be shown.

User's system pages/admin pages for the user:

Change password

Enter old password. Enter the new password twice.
Check that the new password is by correct and tell the user it`s changed.
If it`s not changed, you must show the reason for failing to change the password.

Change user information

First name, last name, address, zip, town, Phone, (all fields in DB)
(The actual change must be approved by admin, so the information is passed on to admin/backend where he can edit and approve or deny)

My preferences (communication)

The user can change his preferences in receiving SMS and e-mail from the system in connection with bids and promotion;

Receive e-mail when a new sale is online
Receive SMS when a new sale is online
Receive e-mail when a sale is near the end
Receive SMS when sale is near the end
Receive email when I`m outbid
Receive SMS when I`m outbid (only open bidding, no fixed price or hot bid)
(Extra option to not receive during night, delayed to next morning)

MY bids

My bids in current auction, only my last bid for each car.
Show status and link to the car.
Show if my bid is highest or not in open bidding, not if it`s closed bidding.

My winnings

List of all cars bought by the user with link to the car.
Must be able to apply filter by time period, make, model, price...
Standard options with bought last 30/60/90 days

My marked items

List of items in current sale marked by me.
With link to the item detail page.

My searches

List of my saved searches.
Click search name to run it.
(Must find a way to make a new search and save it)

MY Tasks

List of all tasks I need to do;
(Here the system lists all the things the user needs to do, ie;

Pay bought items.
Order transport/Manual pick up
Send transfer of ownership papers
Answer questions
with link to the task itself)

Received Invoices

List of all the invoices with status (paid/not paid)
Possibility to print a copy

Received papers for transfer of ownership

List of all the papers received with status (returned /notreturned)
Possibility to print a copy

My Messages (number of unread/unanswered)

List of messages from admin and answers to questions I have posted.
Needs reply option.

My Transport

List of my cars with option to order transport directly to the transport company (e-mail) (with copy to backend)

My Complaints /Feedback

Option to make a complaint for a bought item

Logged in as

Shows that you are logged in as you

Log out

Let`s the user log out of the system

Misc.:

User handbook

Download and online user manual (PDF) (Made by us)

Terms and conditions

HTML Page with terms (edit with WYSIWYG editor from admin backend)

About

HTML with information
(Edit with WYSIWYG editor from admin backend)

Contact us

HTML Page with contact information
(Edit with WYSIWYG editor from admin backend)

FAQ/help

HTML Page with FAQ and other info
(Edit with WYSIWYG editor from admin backend)

The auction:

Auctions

List all the running auctions if there are several auctions running at the same time. (One auction contains of several cars/items)

Auction list – Items for sale

Shows a list of all the items/cars for sale in auctions

The list should have a small picture of the item and some info about it:

Link to detail page for each item/car (On the image and the text)

The user must be able to sort the list by; make, model, year.....
The user must be able to set filters to reduce the number of cars in the list.

If no cars online or user not in group connected to the sale, show message, sorry no cars at the moment!

Search (Page with all search options)

Simple and advanced with XMLHttpRequest (Ajax) Also search field always visible (i.e in the top banner)

Transport prices

Transport calculator.
Choose destination from dropdown list and type of car from list – get quote.

**Fixed price cars*

Shows a list of all the items/cars for sale at fixed price
(Close to same setup and functions as for the cars in auctions/auction list)
If no cars online, show message, sorry no cars at the moment!

**Special offers /Re-lease*

Shows a list of all the items/cars for sale as special offers
(Close to same setup as for the cars in auctions/ auction list)
If no cars online, show message, sorry no cars at the moment!

Packages

Shows a list of all the items/cars for sale in packages
If no cars online, show message, sorry no cars at the moment!

*Admin must be able to show hide these 3 items for the user.
All items/cars in all lists (auction list, fixed price, my bids ….) must link to the item/car detail page

Car detail page

The car/item detail page is divided into 1-4 parts
(Can be more/less depending on the chosen design)

1: Main detail page and bidding

This is the start page for each car/item
The most important information is on this page/tab
Images with link to full size/showing of images

Contains the main image (bigger) and x number of smaller images with link to all available images and large version

The following information of a car must be shown: Year, day of first registration, make, model, subtype, engine, ccm, engine HP, color, mileage, options, service history, (What we show depends on the template)

2: Technical info:

Technical data as HP, CCM, 2/4WD, Fuel type, Co2,Service history, tires, history (taxi, rental, import) gearbox type, number of doors, body type, tax class, MOT. Depending on the layout, we can show the main image also on this page.

3: Test report:

Technical and cosmetic report from the database or as PDF uploaded to the server. The system needs to decide what to show, based on type of sale.

4: Questions:

Lets the user ask a question about this car/item
This question is sent to the admin backend

All car pages:

Next/previous link
Let`s you navigate from car to car

Print info:

Printing of prospect for the item/car (own CSS for printer version)

Add to my interest list

Put the car into my list of marked cars. (MyQuicklist in current auction)

The full list of all the cars/items in the current auction:

Can be displayed on the side or under (gives the user the ability to jump from one car to the other)

Filter/search:

Can be placed in the left/right column to filter the list.
Filter by type, i.e:

Filter 1: Fuel type: (selection from data for current list)

Petrol
Diesel
Electric

Filter 2: Transmission

Manual
Automatic

Filter 3: Year

1990-1999
2000-2005
2006-2008
2008-2010
Manual input

More options if necessary.

Bidding module:

Bidding is done on the Main detail page
The bidding module shall have open and closed bidding.
(Open: All users can see highest bid. Closed: You can see your own bid, but no other bids, and you don`t know your bid`s rank)
Users have 2 levels; bid and just see

Direct updating of bids for all users looking at the car that gets a new bid (No need for the user to update to see the new bid)
Can be solved with java, Ajax or after your own choice.
The users must get some kind of visualisation if a new bid is entered on the car he looks at. (Highest bid blinking?)

You place bid by clicking of buttons +500/+1000/+5000 or by manually filling out the amount and clicking the bid button in open bidding and by manually filling out the amount and clicking the bid button in closed bidding.
The lowest bid increment is 500 in open bidding
(Must give error message if bid is not accepted)

Must have button for proxy bid; Please bid for me to the maximum amount of xx.xxx,- (It`s possible to reduce proxy bid. The lowest reduction is down to current bid)

Important:

If 2 users have the same bid, the first bidder wins. (in closed bidding)
In open bidding: I.e. I have a proxy bid with a max of 10.000, at this stage current bid is 9500. If someone bids 10.000 – the system shows 10.000 as the highest bid, but it`s not the last bidders who has the current bid of 10.000 as I put in 10.000 first. The second bidder must get the "you have been outbid message" The highest bidder should easy see that his bid is the highest (in open bidding) so let's put in a symbol next to the current bid.

The bidding module must be quick and easy to use, must cope with massive traffic. Te bidding module is very important.

Buy now/fixed price/reserve the car for:

Own list of cars/items
Same as the cars for auction, but fixed price instead (buy now)

The user shall be able to reserve the car for x hours, so no one else can buy it. If the user who have reserved it don`t buy it within the period he have reserved it, the reservation is lifted automatic. Other users can see the car, but it shall be marked as reserved until xx:xx (the time the reservation is lifted)

Misc. Auction and sales types:

Admin will set up type of auction;
Normal open bidding with fixed ending. (All cars ends at once)

I.e. Auction starts at 12.00.00 01/01-10 and all bidding ends at the specified time, even if there are bidding going on. (If you try to bid after the auction is closed, an error message is shown) Admin can hide/show reserve price

Normal open bidding with dynamic end/hot bid

Same as the first option, but at the predefined end time, the cars enter a x-bid/hot bid phase where x cars are displayed for individual bidding. The car is counted down from 30 seconds to 0 and closed if no one is bidding. If someone bids the clock starts at 30 seconds again and this continues until no one bids. If a bid is entered when the clock is showing 25 seconds, the clock starts at 30 again. The countdown extends to 30 seconds whatever time is left. If the countdown reaches 0 without any new bid, the bidding on this car is over. (We should be able to choose if we want 1-2-3 or 4 cars in this phase at the same time, so the process don`t take too much time)

We need to find a way to go from "normal" auction to the x-bid/hot bid phase.

Normal open bidding with one car closed every 30 seconds

As the first one, bud instead of every car ending at once, the first car ends at the time of auction end, and then every 30 seconds. (No extention of time if bid close to auction end)

Closed bidding

I.e. Auction starts at 12.00.00 01/01-10 and all bidding ends at the specified time, even if there are bidding going on. (If you try to bid after the auction is closed, an error message is shown) Admin must be able to hide/show reserve price. The user can only see his own bids. As long as the auction is active, the user can reduce/increase his bid without any limitations.
We must keep record of all bids in all sales in the database.

Buy now – Fixed price

Instead of a bid button, the user has a buy now button. (in addition to the reserve button described earlier)

Packages with closed/open bidding and fixed/dynamic end

Same as described earlier for normal auction

Admin decides which user groups can see which sale. This is also reflected in the backend CRM part.

Administration and setup – Backend

Start page for administrator:

Quick view/status with messages and info/stats of current auction

Administrator can see selected statistics from current action: cars entered, number of bids, number of bidders, users logged in now and today, server status/load/traffic, new applications, new questions, (other if necessary)

Cars

All cars/items are stored in a local database and exported to the web server/auctionsystem every x hours. We need a cronjob to import them into our own database. (Job to run every hour) We also need a manual import (manual start of inport) The cars imported will be existing and new, so the script must cope with this. From the list we must be able to assign car/cars to auction or sale. (Move/copy cars to auction stock? or just pick directly from the list) Images and PDF`s also needs to be imported. We may want to install a database with technical data for all cars registered and use some additional information in presenting the cars

Bids/sales

List with all running auctions and sales. Chose one to see details.
List all cars and bids for the sale/auction you select. Update the list with bids every 30 seconds. We also need update now button. Show car info, price info, bid info and bidder info and sold/not sold buttons. Admin must be able to edit/delete bids.

Auctions

Add new auction

Create new auction/sale, start, stop, type, setup, user group, add cars, (from imported list)

Change auction

Change data for selected auction/sale

Change car data

Change car data for selected car in selected auction/sale
(Add new car to database)

Delete auction

Delete selected auction with prompt to confirm.
Old auctions and running auctions with bids can't be deleted.
(When an auction/sale is deleted, remember to clean records of everything from the database?)

Archive

List of old auctions with link to records and stats.

Fixed price/Buy now

Add cars

Add new car to fixed price list (from imported list)

Change cars

Change car data for selected car in fixed price

Delete cars

Delete car from fixed price list (not bought or reserved car!)

Reserved cars

List of cars reserved by users with name of user and time reservation is over, with option to remove reservation.

Archive sold cars

List of cars bought in fixed cars. With link to all info (car and buyer)

Make invoices and papers sold cars

Send invoice to buyer and all necessary papers.

Messages

New registrations

New registrations from the front page
Admin can edit and accept the application or not. After it`s accepted or not the admin can automatically send email to the user

New questions from the auction

Questions from (page4/car details) with reply option

Add message/news article to front page

Add a small promo text or news text to the login page

Claims/warranty questions

Questions regarding claims from users with reply option

Archive

Archive for all messages and registrations

Users

Add company

Add new company (ID = company vat number)
Must be able to have more than one branch for one company number. i.e company vat number + branch name

Change company

Change information for selected company

Delete company

Delete selected company (or set to passive so we don`t delete historic records) Message to admin if there are any extra data

Add user

Add user to company. Add user to sales and give him rights. (Look/bid for each channel)

Change user data

Change data for selected user

Delete user

Delete selected user (or set to passive so we don`t delete historic records) Message to admin if there are any extra data

Search

Search for users, companies

Send information to user

Sends username/password to selected user (e-mail)

Accept change in user information

Accept, edit or deny change to user information requested by the user (described in the user side)

Finance (Also See extra description and timeline on page 17/18)

Invoices

Make/Check/setup

All invoices are made and sent by the system
Admin check invoices before the are sent out.
Invoice is sent by e-mail (PDF) generated by the system to the user, and linked to his pages.
All invoices must be printed as well (select one, several or all)
Together with the invoice, the change of ownership papers are attached and linked to the users account. The change of ownership document is also generated from the system.
Setup taxes and fees (commission)

Make extra invoice

Make and send invoice to user for late pickup of cars and extras work/services. Made and sent by the system

Payments in/out

Register payments from users and payments to vendors. Make financial statement to vendor. Print/email.

Financial reminders

Displays a list of not paid cars and lets you automatically send e-mail to buyer and puts a message on his pages.
(Select in list and click send reminder)

Change of ownership

Register

Register received papers
Register delivery of papers to authorities

Reminders

Displays a list of not received papers from buyers and lets you automatically send e-mail to buyer and puts a message on his pages.
(Select in list and click send reminder)

Transport

Transport orders

List of transport orders from users (see user side)
(This is a copy of the orders sent directly to the transport company from the users transport page)

Remind buyer to pick up car

Displays a list of cars paid, but not picked up and lets you automatically send e-mail to buyer and puts a message on his pages.
(Select in list and click send reminder)

CRM

E-mail

Send e-mail with information about sales starting, sales ending and events
Admin chooses sale, template, add text and sends to the correct user group.
3 templates must be included.

SMS

Send SMS with information about sales starting, sales ending and events
Admin writes the text and sends to the correct user group.
(Technical solution not chosen, maybe mail2sms is the easiest)

Misc./Quick

Predefined campaigns

Auction results

Send statistics from a sale to specified list of receptions.
Choose sale and group and press send (preview and then send) (you must be able to add users to group here, every person in the group should have receive; yes/no)

Messages/e-mail

Lets admin send e-mail and messages to users and manually typed addresses

System

Edit static pages

Choose page from menu/dropdown. Edit with WYSIWYG editor

E-mail text

Change text in standard e-mails. I.e you have been outbid, Welcome as new user...

News

Type and publish news articles. Edit with WYSIWYG editor

Edit news

Look in list, choose articles and edit

News archive

Look in archive

Delete news

Display list, mark news and delete

System setup and tools

PhpMyadmin

Link from backend

New system

If we have more brands running on the same system
(Needs to be specified if we have it, delete if not)

New user group

If we need more (how do we add existing user to a new group)

Change image

Connect existing images to a new internal number (copy and renaming of files)

Change PDF report

Connect existing PDF to a new internal number (copy and renaming of files)

Put system offline

Puts the system down so only admin can log on to back and front. Message to users that system is down for maintenance

Reports:

Users

Different user statistics, who buyes

Cars

Different car statistics (entered, sold)

Sales

All kind of auction statistics

Finance

In/out, profit,

Misc:

Remember that a lot of information needs to "flow" between the front and backend

I have just roughly described what I need, you must tie everything together

Please calculate to cover the small things we need to get it to work, but haven't described in this document. This must be a working auction system.

I can provide examples of different solutions and systems

We need some import/export jobs. Need at least 4 Cronjobs

Every list and search in both front and backend should be easy to sort and filter

Every report/page should have CSS for printing and print link. (own selection of info to be printed)

The possibility for buyers to pay through paypal/BBS (Admin must be able to turn on/off this)

Please ask questions if you have any.

Timeline/workflow after sales

This is the planned workflow from the auction ends (papers/finance):

When the auction ends the list of cars are still online but users can`t bid. If they look at the car, the bidding module is missing and a message saying the auction has ended is show.

In the backend admin will go into the list of bids and click sold or not sold on the individual cars. If the car is not sold, an e-mail goes out to all the bidders on the car stating that the user bid wasn't high enough. If the car is sold, bidders without highest bid gets an e-mail stating that the user bid wasn't high enough – the highest bidder gents an e-mail stating he was the highest bidder and that he have bought the car. (All e-mails must have information about the car and for the buyer also his bid)

When the sold/not sold button is clicked, the car is removed from the auction list, user's bids, saved cars and other lists based on current auction/sale.
Unsold cars are returned to the car list and sold cars are moved to Finance/ *Make/Check/setup (invoice)*

Sold cars are also moved to the buyer's folder. The buyer will always be able to view cars bought through the system.

Based on the type of auction, commission and taxes are added to the bid. Admin checks the invoice, edit or approves it. When the invoice is approved, it`s also moved to invoices in the buyers folder. A copy is also sent by e-mail. When the invoice is approved the system also generates change of ownership papers. This is e-mailed together with the invoice to the buyer. It`s also moved to the correct folder with the buyer. Every piece of data and document must be moved correctly round the system.